



## NORTHWEST POWER NORTHWEST VALUES

**Job Title & Series:**  
IT Specialist (CUSTSPT), GS-2210

**Job Announcement Number:**  
10150-12-DE

**Grade & Salary Range:**  
GS-09: \$54,032 - \$70,236  
Full performance level: GS-09.

**Opens:** 06/12/12  
**Closes:** 06/25/12  
(Applications must be received by 11:59 p.m. Pacific Time)

**Anticipated number of positions to be filled:**  
More than one position may be filled.

**Location:** Portland, Oregon

**Federal Employees:** Federal transfer relocation is not available for this position.

**All Applicants:** A relocation bonus may be available

**Type of Position:** This is a permanent position with a full-time work schedule.

**Benefits:** BPA offers a comprehensive benefits package. <http://www.jobs.bpa.gov/Benefits/>

### Eligibility

All United States citizens are eligible to apply.

*NOTE: You must submit separate and complete application packages for each vacancy for which you would like to be considered. This includes current or former federal employees eligible for transfer or reinstatement, veterans eligible for appointment under the Veterans' Employment Opportunities Act or other veterans' programs, and others eligible under special hiring authorities may apply under external announcements and internal Merit Promotion procedures: 10151-12.*

### About BPA

The Bonneville Power Administration has been powering people and careers for nearly 75 years. We are a non-profit federal agency that provides clean, emissions-free electricity to the Pacific Northwest and maintains a high voltage transmission system to deliver that electricity. We are a leader in sustainability and environmental stewardship, promoting energy efficiency, renewable energy, the smart grid, fish and wildlife protection and initiatives to address climate change. We are a visionary and innovative agency that values diversity and creativity and encourages continuous learning. We are located throughout the Pacific Northwest with opportunities in cities, smaller communities and rural areas. You can learn more about BPA at [www.bpa.gov](http://www.bpa.gov).

### Job Summary & Major Duties

Join us in an exciting opportunity to serve as an IT Specialist in Customer Support. This position is responsible for providing Help Desk communications to internal users of Information Technology services. Duties may include technology initiatives, new product implementation, patch management, planned outages and helpful hints and tips. The incumbent is responsible for working with the Public Affairs organization, IT management and technical staff members in order to collect information and then craft communication materials and messages for distribution.

Help Desk and Outreach provides a non-Critical Business System client conduit; identification of service problem and disruptions; troubleshooting and first call client support remediation. Responds to IT related client requests and queries to a wide range of services including; resource requests; office productivity software training; support for IT self-service initiatives; client solutions knowledgebase; client-based outreach programs; and technical support for BPA's telework program. Organization is responsible for IT client asset management including warehousing; tracking; deploying and recovery of all desktop hardware and software assets including but not limited to the primary technology areas of workstations, peripherals, printers, hand held devices and software; responsible to receive, record, store and issue assets in accordance with the Agency's approved office automation plan.

## Qualifications

### SPECIALIZED EXPERIENCE:

Experience in which the applicant participated as a team member in the delivery of **at least 2** of the following customer support services to an organization:

- Installation;
- Configuration;
- Upgrade;
- Troubleshooting of hardware and software components;
- Provision of formal and informal training and assistance to customers; and/or
- Reporting, responding to, and resolving customer requests.

In order to be rated as meeting the minimum qualifications, we must be able to determine from your application package (includes resume, cover letter and or other supporting material) that you have a minimum of **one year** of the specialized experience requirement described above. *Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.*

### EDUCATION

*To be rated as qualified for this position, college transcripts are required.*

Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management **or** degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

**Substitution of education for specialized experience:** Completion of education in the amount shown below is qualifying at grade GS-09 if it provided the knowledge, skills and abilities necessary to do the work of the position.

**GS-09:** 2 years of progressively higher level graduate education leading to a master's degree *or* master's or equivalent graduate degree.

### Education obtained outside the United States:

If your education has been obtained outside the U.S, you must submit proof with your application that your transcripts have been evaluated by a private organization that specializes in interpretation of foreign educational credentials and have been deemed at least equivalent to that gained in conventional U.S. education institutions.

### KNOWLEDGE, SKILLS, AND ABILITIES

Your application materials will be reviewed against the knowledge, skills and abilities (KSAs) listed below to determine your category rating: Best Qualified, Highly Qualified, or Qualified. Within these categories, applicants eligible for veteran's preference will receive selection priority.

**Clearly articulating your work experience to determine the application of the knowledge, skills or abilities through performance is critical to determining your qualifications for this position. Please describe your experience and thoroughly address the statements below through your resume, cover letter, and/or other supporting material you choose to submit.** Work product examples will not be reviewed unless specifically requested. For more information on how to provide supporting information for KSAs, please visit [http://jobs.bpa.gov/How\\_To\\_Apply/ksa.cfm](http://jobs.bpa.gov/How_To_Apply/ksa.cfm).

**1. Knowledge of customer service and customer support principles and methods, systems installed in customer organizations, training methods, and knowledge-based applications.** (Your application material should demonstrate your experience participating in the planning and delivery of a full range of customer support services for an organization; installation, configuration, upgrade, and troubleshooting of hardware and software components; presentation of formal and informal training and assistance to customers; and reporting, responding to, and resolving customer requests.)

**2. Skill in effective communication, both verbally and in writing, including the purpose and result of that communication.** (Your application materials should demonstrate your experience communicating, both verbally and in writing, sufficient to communicate complex technical requirements to non-technical personnel. In addition, experience with developing and delivering briefings, project papers, status/staff reports, and correspondence to foster understanding and acceptance of findings and recommendations. Include specific instances in which you communicated to plan, coordinate, or advise on work efforts; and/or to obtain, clarify, or provide facts or information.)

**3. Ability to work effectively on a team and support interpersonal relationships with a wide variety of personnel.** [Your application materials should demonstrate your experience participating as a team member including the team's mission or function. Be sure to include the organization where experience was gained and the personnel that was involved (i.e. managers, supervisors, admin staff, peers, etc.). Include your role relative to dealing with divergent viewpoints and using collaborative skills to reach desired outcomes. Also, your experience interacting in highly charged emotional situations.]

### SECURITY & SUITABILITY

The sensitivity level of this position is designated as 'Low Risk – Nonsensitive', which requires that the selectee pass a National Agency Check with Inquiries (NACI) personnel investigation and receive a favorable suitability determination. For more information please visit: [http://jobs.bpa.gov/How\\_To\\_Apply/faqs.cfm#18](http://jobs.bpa.gov/How_To_Apply/faqs.cfm#18)

### Application Package Checklist

- ☐ Resume, cover letter, and/or other supporting material you choose to submit that fully describe your education and experience. Application must contain sufficient information to determine eligibility for the position.

**Applications must include the following information:**

- ☐ Job Announcement number, title, and grade
- ☐ Full legal name, mailing address, contact telephone number and email address
- ☐ **Country of citizenship** (SSN or other ID is not requested at this time)
- ☐ High school attended which includes name of high school and location.
- ☐ Employment history including unpaid positions with job title, grade (if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), salary, and hours worked per week. Explain any gaps in employment.
- ☐ Indication if we may contact your current supervisor.
- ☐ List of other job-related training, skills, certificates and licenses, recognition, professional memberships, publications, leadership activities, or other relevant information.
- ☐ Grade level(s) for which you are applying.
- ☐ College transcripts (photocopies are acceptable) for positions with education requirements.
- ☐ VETERANS: To be considered for veteran's preference, a copy of your DD-214 (Member 4) is required. 10-point veterans must also provide a copy of their SF-15 and associated documentation.
- ☐ All applicants are encouraged to complete the Ethnicity and Race Identification attached.

### How to Submit Your Application

Applications may be emailed, faxed or mailed. Due to security requirements, we only accept hand-delivered application from individuals who currently have badge access to the building.

- **Email to:** [jobs@bpa.gov](mailto:jobs@bpa.gov) with the Job Announcement Number in the subject line and on any attachments.
- **Fax to:** 503-230-3149
- **Send via US Mail to:** Bonneville Power Administration, ATTN: Human Capital Management, NHQ-1, PO Box 3621, Portland, OR 97208-3621.

You will be notified via email to confirm receipt of your application package. *Applicants should retain a copy of their application as BPA does not return applications or provide copies.* For more information on the hiring process, please refer to: [http://jobs.bpa.gov/How\\_To\\_Apply/whathappens.cfm](http://jobs.bpa.gov/How_To_Apply/whathappens.cfm).

### Additional Information

**Veterans Information:** [https://help.usajobs.gov/index.php/Veterans\\_Information](https://help.usajobs.gov/index.php/Veterans_Information)

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#### Career Transition Assistance Program/Interagency Career Transition Assistance Program

**(CTAP/ICTAP):** Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. **Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.** For additional information please refer to <http://www.opm.gov/ctap/>

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**EEO Policy Statement:** [https://help.usajobs.gov/index.php/EEO\\_Policy\\_Statement](https://help.usajobs.gov/index.php/EEO_Policy_Statement)

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**Reasonable Accommodation Policy Statement:**

[https://help.usajobs.gov/index.php/Reasonable\\_Accommodation\\_Policy\\_Statement](https://help.usajobs.gov/index.php/Reasonable_Accommodation_Policy_Statement)

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**Legal and Regulatory Guidance:** [https://help.usajobs.gov/index.php/Legal\\_and\\_Regulatory\\_Guidance](https://help.usajobs.gov/index.php/Legal_and_Regulatory_Guidance)

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**Forms Availability:** All application materials may be obtained by calling 503-230-3230, or 1-877-975-4272 or visiting: <http://www.jobs.bpa.gov> .

## **Applicant Source Form**

The Bonneville Power Administration's Human Capital Management office has an ongoing process improvement objective associated with recruitment and outreach strategies. In order for us to assess the effectiveness of our current advertising and Recruitment efforts, please identify how you learned about this job by marking the appropriate box below:

Vacancy Announcement Number	Position Title, Series, Grade
<input type="text"/>	<input type="text"/>

☐ **BPA Website**

☐ **USAJOBS Website**

☐ **Job Board** (CareerBuilder, Craigslist, Employment Dept, etc.)

**(please specify):** \_\_\_\_\_

☐ **Industry Website or Event** (National Institute of Government Purchasers, GreenDrinks, etc.)

**(please specify):** \_\_\_\_\_

☐ **Social Media Website** (Facebook, LinkedIn, etc.)

**(please specify):** \_\_\_\_\_

☐ **Career Fair** (campus events, community event)

**(please specify):** \_\_\_\_\_

☐ **BPA employee**

☐ **Other (please specify):** \_\_\_\_\_

U.S. Office of Personnel Management Guide to Personnel Data Standards	<b>ETHNICITY AND RACE IDENTIFICATION</b> (Please read the Privacy Act Statement and instructions before completing form.)	
Name (Last, First, Middle Initial) <div style="background-color: #cccccc; width: 100px; height: 20px;"></div>		
Agency Use Only		
<b>Privacy Act Statement</b>  Ethnicity and race information is requested under the authority of 42 U.S.C. Section 2000e-16 and in compliance with the Office of Management and Budget's 1997 Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity. Providing this information is voluntary and has no impact on your employment status, but in the instance of missing information, your employing agency will attempt to identify your race and ethnicity by visual observation.  This information is used as necessary to plan for equal employment opportunity throughout the Federal government. It is also used by the U. S. Office of Personnel Management or employing agency maintaining the records to locate individuals for personnel research or survey response and in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies.		
<b>Specific Instructions:</b> The two questions below are designed to identify your ethnicity and race. <b>Regardless of your answer to question 1, go to question 2.</b>		
<b>Question 1. Are You Hispanic or Latino?</b> (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.) <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Question 2.</b> Please select the racial category or categories with which you most closely identify by placing an "X" in the appropriate box. Check as many as apply.		
<b>RACIAL CATEGORY</b> (Check as many as apply)	<b>DEFINITION OF CATEGORY</b>	
<input type="checkbox"/> American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.	
<input type="checkbox"/> Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	
<input type="checkbox"/> Black or African American	A person having origins in any of the black racial groups of Africa.	
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	
<input type="checkbox"/> White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.	

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